“BEST” PRACTICES AT MWCC

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ADVISOR ASSIGNMENT
PROCESS

PROCEED WITH CAUTION!
Previous System

- Clerk in Records Office assigned faculty members BY HAND (paper and pencil tracking sheet) immediately prior to the start of the semester.
- Multiple mismatches between students’ majors and faculty
- No “Advising Eye” on process
- No “triage” or assignment based on needs of students
- Readmitted students were reassigned to faculty/staff who were no longer advisors, who no longer worked here, or in some cases, were no longer living.
- Only “Day” students received an advisor; Everyone else’s assignment was “          ”.
Goals of New System

• Assign all degree-seeking students to advisors/centers
• Match faculty members’ strengths with students’ needs
• Create discrepancy report to catch errors easily
• Use an advising eye in the assignment (Professor X will be a great fit with Student Y)
• Match students with faculty members teaching one of their courses, when possible
• Automate process to assign readmits to current advisors in appropriate major
• Address needs of satellite students and Web students
People

- Karen Costa, Director of Student Success
- Records Office Clerk
- IT professional-Created Recommended Advisor Report
Timeline

- August (Prior to fall semester)
- January (Prior to spring semester)
- Ongoing (Clearing discrepancies & Advisor/Student Mismatch)
New Process

• Application Express (Apex) Report-download into Excel to manipulate
• All students enrolled for selected semester
• Recommended campus based on primary campus of enrollment
• Student Risk Score Imported into Report
• Cohort populations defined
  • Veterans, ESL, Visions/Rx, Single Parents, Perkins CTE
• Instructors for courses listed
• ALL students receive an assigned advisor
  • Some students are assigned to a campus or the “Online Advisor”
Pros & Cons

- All degree-seeking students have an assigned advisor.
- Advisors are not always ended for readmits or change of major.
- Difficult to keep faculty at 19 when students are adding and dropping
- Extremely labor intensive (Think eyes glued to the back of your head) at worst time of year
- Better fit between advisors and students based on faculty feedback; Next CCSSE will demonstrate impact on satisfaction, frequency, and importance rates
Advising/Enrollment and Marketing

• Push toward “Internal Marketing” to support Student Success and Retention

• Examples
  • Summer Push
  • Finish What you Start
  • Spring Registration
  • Talk to Your Advisor